GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

STARRED QUESTION NO:667
ANSWERED ON:13.05.2002
PASSENGER FACILITIES AT AIRPORTS
UMMAREDDY VENKATESWARLU

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether attention of the Government has been drawn to the news item captioned `Transiting through airports` appearing in Financial Express dated March 26, 2002;

(b) if so, the facts of the matter reported therein;

(c) whether Airports Authority of India (AAI) has any transit facilities for passengers passing through any of the Airports;

(d) if so, the details thereof;

(e) the extent to which these facilities are being used by transit passengers; and

(f) the steps taken to streamline the passenger facilities at airports?

Answer

THE MINISTER OF CIVIL AVIATION (SHRI SYED SHAHNAWAZ HUSSAIN)

(a),(b),(c),(d),(e) & (f):- A Statement is laid on the Table of the Sabha.

Statement in reply to parts (a), (b), (c), (d), (e) & (f) of the Lok Sabha Starred Question No.667 for answer on 13/5/2002 regarding Passenger facilities at Airports.

(a), (b), (c), (d), (e) & (f):- Yes, Sir. Various facilities including internet kiosks, duty free shops, comfortable chairs, telephone facilites, restaurant, snack bar, executive lounge etc. have been provided for passengers, including transit passengers at Indira Gandhi International Airport, New Delhi, which are being fully utilized. Telephones have been placed in different parts of the terminals, and these facilities have been strengthened recently. There are designated smoking areas where only passengers are expected to smoke. Security arrangements are in line with ICAO requirements, and security personnel aresuitably trained and instructed to follow the laid down procedure/ guidelines with utmost courtesy. Complaints/ suggestions are acted on internally as part of the on-going efforts to improve the quality of services. Up-gradation of existing facilities and provision of additional facilities are also planned.